

SVRS MAINTENANCE AND SUPPORT

The State of New Jersey has contracted with Covansys to provide post-implementation support for the New Jersey State-wide Voter Registration System. The Covansys HAVA Helpdesk support team, which serves as the primary point of contact for users of the ElectioNet™ application, is responsible for providing the following three main types of support services:

- Resolution of hardware and network issues
- Resolution of ElectioNet software application issues
- Knowledge transfer and training.

In order to provide consistent support to the ElectioNet users, the HAVA Support Team is staffed with the appropriate dedicated support representatives during normal operating hours, defined as 8:00am to 6:00pm Eastern Time during Non-Election periods. During Peak periods, support service will be available 24 hours a day, seven days a week. Peak (or Critical) Election Periods are defined as 29 days prior to any election, during an election, and until election results are certified. The Helpdesk staff will include technical, programming, and line of business personnel who will be able to provide immediate assistance. If the Helpdesk staff can not resolve the issues themselves, additional backup resources are available to them to help resolve the problem.

If staff members experience a hardware/network/application/training problem that cannot easily and quickly be resolved within your office environment, then simply contact the helpdesk. You can call them, e-mail them or fax them with your request. Most of the time they will be able to resolve the issue immediately, but sometimes they may have to refer the issue to an outside resource (like Dell, for hardware issues or AT&T for network issues).

The Helpdesk will be available for use immediately upon your county Go-Live date. Please make a special note of this contact information for the HAVA Support Help Desk.

COVANSYS HAVA SUPPORT COLUMBUS, OH & BLOOMFIELD, CT	
METHOD	CONTACT NUMBER
TOLL-FREE TELEPHONE	1-866-456-9406
E-MAIL	HAVASUPPORT@COVANSYS.COM
ON-LINE SAR TOOL	HTTP://JIRA.COVSYS.COM/SECURE/DASHBOARD.JSPA
AFTER HOURS SUPPORT	1-866-456-9406
FAX	(614) 628-4901

The Helpdesk would like to have a list of Technical Contacts for each county. This is so that in instances where they have to send help to your office and the original requester is not available, there is a contact that can "let them in the door". Please e-mail the contact information to Chris Kluesener at CKluesener@covansys.com by 11/23/2005.

NJ TECHNICAL CONTACTS LIST BY COUNTY					
County Name	Office	Contact	Phone #	Email	Preferred Contact Method
Example	BOE	Primary: Name 1	(XXX)XXX-XXXX	aaaaaaa@mail.com	Phone
		Secondary: Name 2	(XXX)XXX-XXXX	bbbbbbb@mail.com	Email
	SOE	Primary Name: Name 1	(XXX)XXX-XXXX	ccccccc@mail.com	Phone
		Secondary Name: Name 2	(XXX)XXX-XXXX	ddddd@mail.com	Email
	CC	Primary Name: Name 1	(XXX)XXX-XXXX	eeeeeee@mail.com	Phone
		Secondary Name: Name 2	(XXX)XXX-XXXX	fffffffff@mail.com	Phone